

Pharmacy Directory 2024

UHC Preferred Complete Care FL-0003 (HMO C-SNP)

This directory is a **partial** list of network pharmacies near your **ZIP code**.

Changes to our pharmacy network may occur during the benefit year.

An updated list of pharmacies is located on our website.

For more information, please call Customer Service at:



Toll-free **1-866-231-7201**, TTY **711**

8 a.m.-8 p.m.: 7 Days Oct-Mar; M-F Apr-Sept



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A UnitedHealthcare Company

About this Pharmacy Directory

This directory is a **partial** list of the plan's network pharmacies. It lists pharmacies in your area based on your **ZIP code**. Pharmacies are listed in alphabetical order.

All network pharmacies may not be listed in this directory. Pharmacies may have been added or removed from the list after this directory was printed. This means the pharmacies listed may no longer be in our network, or there may be newer pharmacies in our network that are not listed. It is current as of the date printed on the cover of this directory.

Changes to our pharmacy network may occur during the benefit year. An updated list of pharmacies is located on the plan's website. For the most current list of the plan's network pharmacies, please see the cover of this directory for information on how to call us.

Network pharmacies

A network pharmacy is a pharmacy where you get prescription drug benefits provided by your plan. We call the pharmacies in this directory our "network pharmacies" because we have made arrangements with them to provide prescription drugs to our plan members. In most cases, your prescriptions are covered under the plan only if they are filled at one of our network pharmacies or through a mail service pharmacy.

We have a large service area with many pharmacies where you may fill your prescription drugs. This directory lists network pharmacies in your area. For information about additional network pharmacies, please contact us using the information on the cover of this directory.

You do not have to use the same network pharmacy every time you fill your prescription drugs. You may use any of the plan's network pharmacies. In certain situations, we may cover prescriptions filled at pharmacies outside of the network. Please see your plan's Evidence of Coverage for more information.

For a complete description of your prescription drug coverage, including how to fill your prescriptions, please see your plan's Evidence of Coverage and Drug List (Formulary).

If you have questions about any of the above, including instructions on how to submit claims for prescriptions that you had to fill at a non-network pharmacy, please see the cover of this directory for information on how to call us.

Preferred mail service pharmacies

Members can order prescription drugs from a network mail service pharmacy and have their prescription drugs delivered to their home. You can use any of your plan's network pharmacies, both preferred or standard, to fill your covered prescription drugs. Preferred pharmacies may offer lower costs for covered prescription drugs than standard network pharmacies.

The plan's pharmacy network includes preferred and standard mail service pharmacies. With the preferred mail service pharmacy, you generally have lower out-of-pocket copays. You may save on a 100-day supply of many of your maintenance medications compared with what you would pay at a network retail pharmacy.¹

OptumRx® Home Delivery Pharmacy is one of the preferred mail service pharmacies in the plan's network. You are not required to use OptumRx Home Delivery to supply your maintenance medications, but you may pay more out-of-pocket compared to using OptumRx, your plan's

preferred mail service pharmacy. Members may also use other mail service pharmacies to fill prescriptions.


Prescription orders sent directly to OptumRx from your doctor must have your approval before they can send your medications. This includes new prescriptions and prescription refills. OptumRx will contact you, by phone, to get your approval. At that time, you may also tell OptumRx to automatically fill any future prescriptions they receive directly from your doctor(s) for up to one year. **If OptumRx is unable to reach you for approval your prescription will not be sent to you.**

Prescriptions from OptumRx should arrive within 5 business days after we receive the complete order. OptumRx will call you if there will be an extended delay in the delivery of your medications.

To refill your home delivery prescriptions, please call us before you think the drugs you have on hand will run out to make sure your next order is shipped to you in time. If you do not receive your prescription drugs or have questions, please call toll-free at **1-877-889-6358**, TTY **711**, 24 hours a day, 7 days a week.


Refunds may be available for prescriptions you did not approve and did not want. You may request a refund or cancel your approval by calling OptumRx at **1-877-889-6358**, TTY **711**, 24 hours a day, 7 days a week.

You can find more information about preferred mail service pharmacies by calling OptumRx at the number listed in the “Mail service pharmacies” section of this directory.

Mail service pharmacies are indicated by a  symbol in the pharmacy listings on the following pages.

100-day supply from retail pharmacies


You do not have to use a mail service pharmacy to get a 100-day supply of your prescription drugs. Some of the retail pharmacies in the plan’s network also offer 100-day supply of prescription drugs. If you fill a 100-day supply at a retail pharmacy, you may pay more. Keep in mind, if you use the plan’s preferred mail service pharmacy you may receive savings on 100-day supply of prescription drugs.

Retail pharmacies in the network that fill 100-day supply of prescription drugs are indicated by a  symbol in the pharmacy listings on the following pages.

E-prescribing

Some of our network pharmacies use electronic prescribing, or e-prescribing. The pharmacy receives your prescriptions electronically, directly from your doctor. Your prescription may be sent before you even leave your doctor’s office.

E-prescribing can be a safe and efficient way for network pharmacies to get your prescriptions. It may help the pharmacy avoid reading mistakes and may alert your doctor to drugs that should not be taken together.

Network pharmacies that use e-prescribing are indicated by an  symbol in the pharmacy listings on the following pages.

Retail pharmacies, including chain pharmacies near you

Below are **some** of the retail and chain pharmacies in your area. Pharmacies may have closed or moved locations since this directory was printed.

Retail pharmacies, including chain pharmacies near you (continued)

 = 100-day supply  = Mail service pharmacy
 = e-prescribe

Mail service pharmacies

Our mail service pharmacies will ship your prescription drugs directly to your home. For more information, please see your Evidence of Coverage. Below are the mail service pharmacies in the plan's network.

Preferred mail service pharmacies:

OptumRx Home Delivery Pharmacy

Toll-free **1-877-889-6358**

TTY **711**

OptumRx.com



Optum Specialty Pharmacy

Toll-free **1-855-242-2241**

TTY **711**

Specialty.OptumRx.com



Other mail service pharmacies:

Advanced Diabetes Supply

Toll-free **1-866-422-4866**

TTY **711**

northcoastmed.com



Alliance Rx Walgreens Prime Home Delivery

Toll-free **1-800-489-2197**

TTY **1-888-492-2968**

alliancerxwp.com/home-delivery



Home infusion pharmacies near you

The plan will cover home infusion therapy if:

- The plan has approved your prescription drug for home infusion therapy; and
- You get your prescription from an authorized prescriber.

For more information, please see your Evidence of Coverage. Below are **some** of the home infusion network pharmacies in your area.

 = 100-day supply  = Mail service pharmacy
 = e-prescribe

Long-term care pharmacies near you

Residents of a long-term care facility may get their covered prescription drugs from their facility's long-term care pharmacy or another network long-term care pharmacy. For more information, please see your Evidence of Coverage. Below are **some** of the long-term care network pharmacies in your area.

Indian health service/Tribal/Urban Indian health program (I/T/U) pharmacies near you

Only Native Americans and Alaska Natives can use I/T/U pharmacies in the plan's pharmacy network. Other people may be able to use these pharmacies under limited circumstances (for example, emergencies). For more information, please see your Evidence of Coverage. Below are **some** of the I/T/U network pharmacies in your area.

Required Information

Other pharmacies are available in our network.

The pharmacy network may change at any time. You will receive notice when necessary.

This information is available for free in other languages. Please call our Customer Service number located on the cover.

Esta información esta disponible sin costo en otros idiomas. Llame a nuestro número de Servicio al Cliente que se encuentra en la portada.

UnitedHealthcare does not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities. UnitedHealthcare provides free services to help you communicate with us such as letters in other languages, braille, large print, audio, or you can ask for an interpreter. For more information, please call our Customer Service number located on the cover.

OptumRx is an affiliate of UnitedHealthcare Insurance Company. You are not required to use OptumRx Home Delivery to supply your maintenance medication. If you have not used OptumRx Home Delivery, you must approve the first prescription order sent directly from your doctor to OptumRx before it can be filled. Prescriptions from OptumRx should arrive within 5 business days after we receive the complete order. Contact OptumRx Home Delivery anytime at **1-877-889-6358**, TTY **711**.

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¹ Maintenance medications are typically those drugs you take on a regular basis for a chronic or long-term condition.